



## Solutions to Frequent Problems – RareFind 3 and GIS

### RareFind 3

#### Problem

**"How do I update RareFind 3 and/or GIS datasets without uninstalling the application?"**

#### Solution

You can do this one of two ways. If you would like monthly updates via an internet download, you may call our Info Services desk 916-324-3812 and ask for the monthly password to the FTP site. From this website [http://www.dfg.ca.gov/whdab/html/rf\\_ftpinfo.html](http://www.dfg.ca.gov/whdab/html/rf_ftpinfo.html) read and follow the instructions on installing these datasets for CNDDDB.

Or, you can use the CD that you receive every six months.

1. Launch Windows Explorer and navigate to C:\CNDDDB3.
2. Delete the \gis and \rfddata directories.
3. Insert the CNDDDB CD into your CD reader and click Cancel when the application begins to install.
4. In Windows Explorer, navigate to the CD drive.
5. Highlight and copy \rfddata, \gis directories and the **version.txt** file.
6. Paste these into the C:\CNDDDB3 directory.
7. Click **Yes** to overwrite the existing version.txt file.
8. Launch RareFind 3 and click **OK** to prepare the data files for first-time use.

#### Problem

**"I am not able to see the entire RareFind window on my screen, nor can I move the screen."**

#### Solution

RareFind 3 has been optimized for a screen resolution of 1024 x 768. The instructions are basically the same for all supported Windows operating systems, with some variations.

To change your screen resolution, right click anywhere on the background of your monitor and click on "Properties."

Click on the "Settings" tab. In the "Screen area" drag the slider until 1024 x 768 pixels displays.

Click "Apply" ... click "OK" .... click "Yes" .... and, finally, click "OK" to close the dialog.

This will change the display for all the programs that you use.

#### Problem

**Error message is "Cannot update the cursor"**

The user must have permission to write to the CNDDDB3 folder.

#### Solution

Look on the CNDDDB3 directory permissions. If only the "Administrator" has permissions to the directory "CNDDDB3" then the Administrator must grant the users access to the CNDDDB3 directory.

Simply add the users that need access to the program to the permissions list of the directory "CNDDDB3".

Go to C:\CNDDDB3 and right-click on the directory, click properties.

Click the security tab;

Add the user(s) and have the user(s) try the program again. It should work.

### Problem

#### Error Message:

Error 11/Function argument value, type, or count is invalid.  
Program section X3FBMEM  
Line Number 0  
Problem code vmp\_ri("INSERT")

### Solution

The system has too much memory (yes, too much!) for RareFind 3 to run. RareFind 3 was designed for systems with less than 1GB of physical memory. The ultimate solution involves a rewrite of the application and is high on our list of improvements.

### Problem

While attempting to download RareFind data updates from the FTP or Intranet site, you receive the following error message:

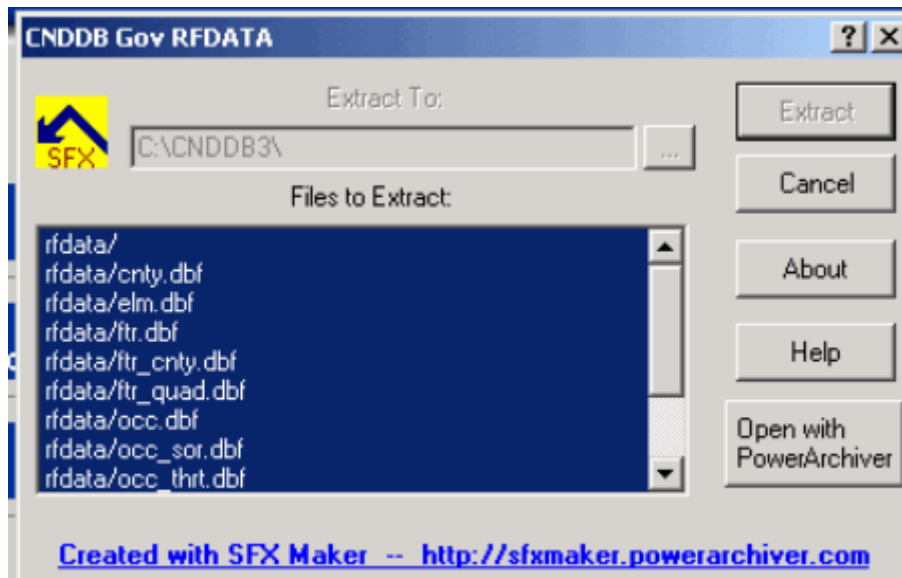


### Solution

You have the RareFind 3 application running. Close the RareFind 3 application and try again.

### Problem

Unable to update RFDdata files from online download via Internet FTP or DFG Intranet location. The dialog below displays.

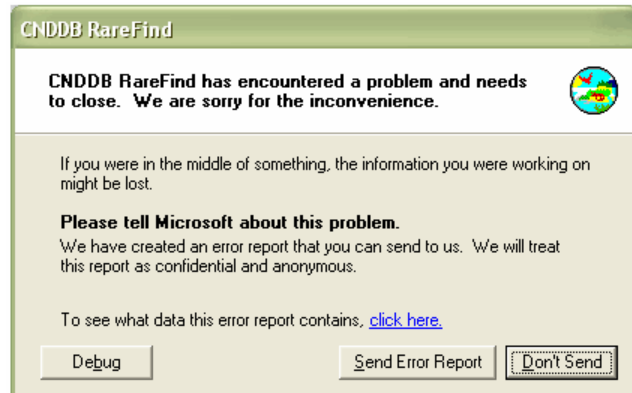
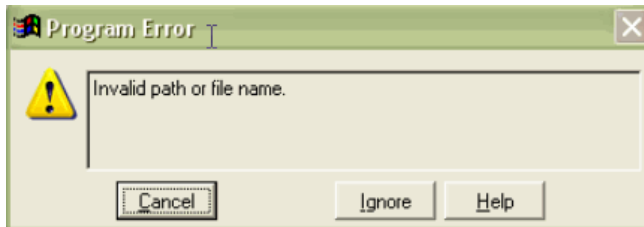


### Solution

Quit the RareFind 3 application when updating data.

## Problem

You are running windows XP and receive a series of error dialogs:

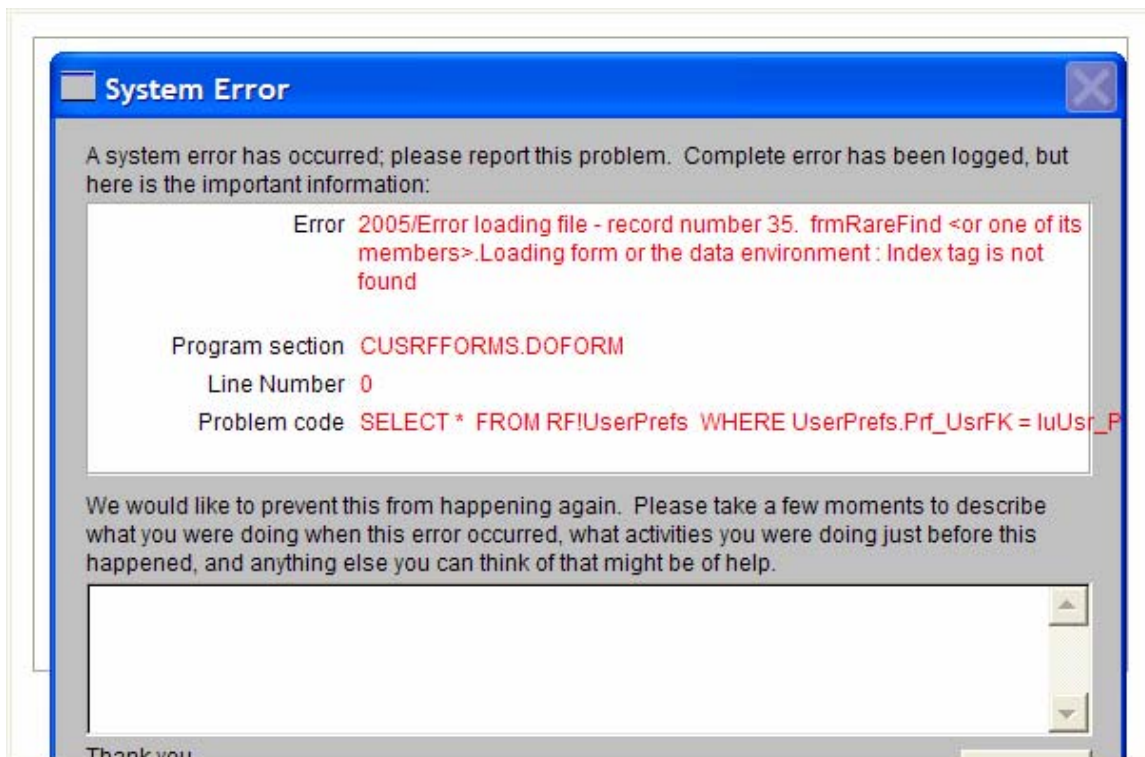


## Solution

This problem has not been solved as of 5/2/2005. Check this document again at a later date.

## Problem

After updating your RareFind 3 data via the FTP or Intranet site, you receive the following message upon launching the RareFind 3 application.



## Solution

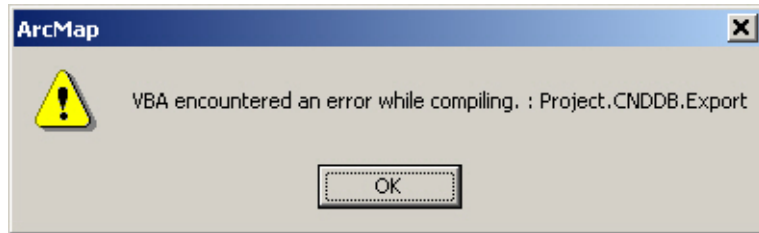
Most likely, you updated data designed for RareFind 3 v3.0.5 and your system is running an earlier version of RareFind 3. Uninstall RareFind 3 from your system and reinstall the latest version. Contact your in-house keeper of the RareFind 3 installation CD or, for DFG employees, download the application from the Intranet at <http://dfgintranet.dfg.ca.gov/whdab/Default.aspx?tabid=1>

## Geographic Information System (GIS)

### Problem

#### **"VBA encountered an error while compiling. : Project.CNDDDB.Export"**

In the CNDDDB ArcGIS map document, the error message below displays when using the RareFind drop-down menu.



### Solution

**Your computer is running ArcGIS 9.x and you are accessing the ArcGIS MXD file created in ArcGIS 8.x.**

1. Click OK and close the ArcGIS map document.
2. On your desktop, double-click on the shortcut for the CNDDDB ArcGIS 9.0 map document.
3. If that shortcut is not available, launch Windows Explorer.
4. Navigate to C:\CNDDDB3\giswork\ or C:\CNDDDB3\gis\tools\arcgis
5. Double-click on the ArcGIS map document for ArcGIS 9.0, either
  - o cnddb9.0-0.mxd, or
  - o cnddb90.mxd
6. Since your computer is running ArcGIS 9.x, you may remove shortcuts and MXD files that are designed for ArcGIS 8.x